

The National eService Delivery Standards

eService Delivery Standards Self Assessment Tool

Now Available at www.nesds.gov.uk

NeSDS has delivered an online self assessment tool for local authorities. Hosted by esd-toolkit, it enables you to assess where your department stands in relation to each service area standard and to compare yourselves against the performance of other Local Authorities.

The following eStandards are available for Self Assessment;

- Adult Services
- Building Control
- Customer Services
- Environmental Health
- Highways
- Housing
- Human Resources
- ICT
- Property
- Trees

Self assess yourself now at www.nesds.gov.uk

Why do we need eService standards?

The standards will;

- help Local Authorities understand how to deliver improved services to customers and where this fits into the overall Gershon/Transformation agenda.
- set comprehensive benchmarks that will enable Local Authorities to assess their current level of e-enablement in the relevant service area and deliver against Transformation Agenda priorities.
- encourage joint working and partnership opportunities through consistent levels of service provision, thereby demonstrating how this may provide some evidence of improvement under CPA.
- provide an understanding of what Service "excellence" should look like.
- encourage "blue sky" thinking in moving forward toward best practice and excellence.
- allow Local Authorities to assess their progress to date in comparison with other authorities.
- establish a model for consistency across the Local Authorities marketplace.
- enable service areas to communicate their e-Service agenda effectively to citizens and external organisations alike.

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How do we create the standards?

The standards have been developed by identifying current best practice service delivery in Local Government. Each standard work stream is lead by a different Local Authority and is drawn up based on exploring the expertise of a relevant selection of professional officers from local authorities, service specific professional bodies and regional partnerships. This is facilitated by holding a series of consultative workshops and enables the standards to be "by Local Authorities for Local Authorities".

How will the eService Delivery Standards help you?

Local Authorities adopting the Standards have been able to identify where to start in moving towards the delivery of more efficient services, and determine how much progress they have made to date. They can see what 'excellent' services look like and how far they have to go in order to achieve the delivery of an 'excellent' service. This therefore provides an opportunity to prioritise services, allowing them to focus their effort and resources on achieving the improvements needed for the Gershon Efficiency and Transformation Agendas and Harder CPA.

The standards scope a service area and provide three models for service delivery.

- The first model defines what "e" service delivery is in relation to current targets including Gershon efficiency and transformation. This is the Minimum Standard.
- The second model defines how excellent "e" service delivery can be achieved. This is the Excellent Standard.
- The third model will provide a stepping-stone between Minimum and Excellent. This is the Progressing Standard.

In essence, they assist in defining what a best practice Local Authority service area should look like from an customer delivery perspective, how it should work, what employee roles it requires and the work processes it needs to achieve continued development.

